

Ellensburg Telephone Co.
522412

(Line 310) For the period January 1, 2013 through December 31, 2013, Ellensburg Telephone Co. (SAC
#522412 [REDACTED]
[REDACTED]

Ellensburg Telephone Co.
522412

(Line 330) For the period January 1, 2013 through December 31, 2013, Ellensburg Telephone Co.
(SAC#522412) [REDACTED]

Ellensburg Telephone Co
Washington
522412

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance:

Ellensburg Telephone Company hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Washington Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

Ellensburg Telephone Company is not subject to Service Quality reporting requirements in Washington.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

BCP Structure

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



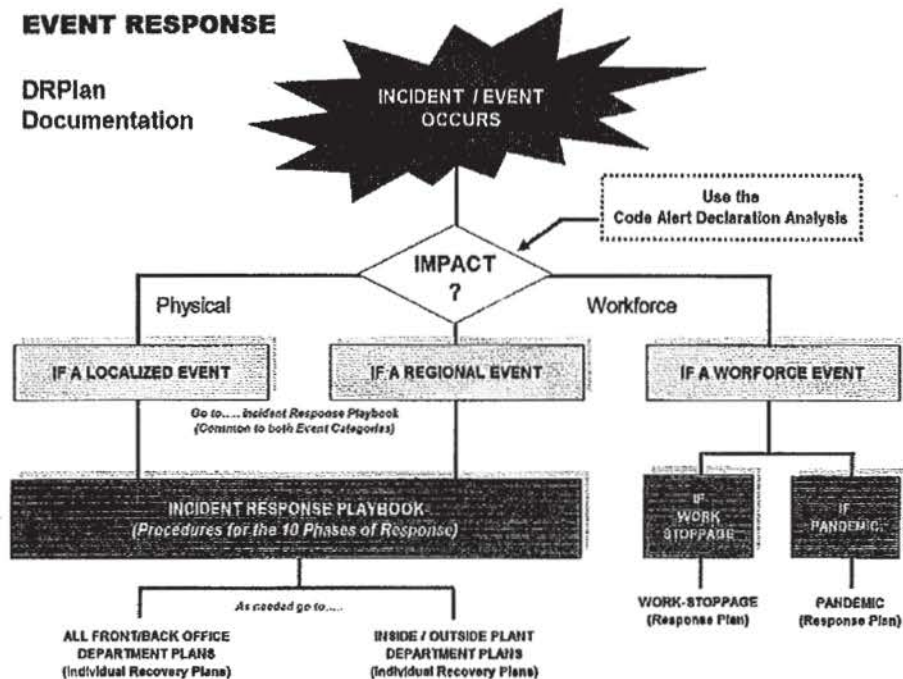
FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barnes Boynton
Director, Operational Risk

EVENT RESPONSE

DRPlan
Documentation



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	

[illegible]

<010>	Study Area Code	522412
<015>	Study Area Name	ELIENSBOURG TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<711>

State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)

2010 Broadband Access - Contact Information
 State: CO
 County: El Paso
 City: El Paso
 ZIP: 79901
 Address: 1001 N. 10th St.
 Apt. 202
 El Paso, TX 79901

<10>	Study Area Code	524412
<15>	Study Area Name	EL PASO TEL CO
<20>	Program Year	2018
<30>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<35>	Contact Telephone Number - Number of person identified in data line <30>	2019354126 ext.
<38>	Contact Email Address - Email Address of person identified in data line <30>	bgalardo@telcelco.com

<11>	State	Exchange (AEC)	Residential Rate	State Required Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When limit Reached (select)
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800) Operating Companies	Form 100-1
Data Collection Form	OMB No. 3045-0046 (OMB Control No. 3045-0046)
	1/2005

<010> Study Area Code	522412
<015> Study Area Name	ELLENSBURG TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Celardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bcelardo@fairpoint.com
<810> Reporting Carrier	Ellensburg Tel Co.
<811> Holding Company	FairPoint Communications, Inc.
<812> Operating Company	Ellensburg Tel Co.

<813> Affiliates		
Affiliates	SAC	Doing Business As Company or Brand Designation
BE Mobile Communications, Incorporated		dba FairPoint Long Distance
Bentleyville Communications Corporation	170145	dba FairPoint Communications
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	150073	dba FairPoint Communications
Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc.
Bluestem Telephone Company	421835	dba FairPoint Communications
C & E Communications, Ltd.		
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications
China Telephone Company	100094	dba FairPoint Communications ? China Telephone Company
Chouteau Telephone Company	431981	dba FairPoint Communications
Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Company
Columbus Grove Telephone Company	300604	dba FairPoint Communications
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co.	100015	dba FairPoint Communications ? Community Service Telephone Co.
C-R Communications, Inc.		
C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
C-R Telephone Company	341009	dba FairPoint Communications / C-R Telephone Company
El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
Ellensburg Telephone Company	522412	dba FairPoint Communications

(800) Operating Companies Data Collection Form		FCC Form 481 OMB Control No. 3060-0089/OMB Control No. 3100-0015 July 2013
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<010>	Study Area Code	522412
<015>	Study Area Name	ELLENSBURG TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Colorado
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bcolorado@fairpoint.com
<810>	Reporting Carrier	Ellensburg Tel Co.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Ellensburg Tel Co.

<813>		
Affiliates	SAC	Doing Business As Company or Brand Designation
Elitel Long Distance Corp.		dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.		
ExOp of Missouri, Inc.		dba FairPoint Communications
FairPoint Broadband, Inc.		dba FairPoint Communications
FairPoint Business Services LLC		
FairPoint Carrier Services, Inc.		
FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
FairPoint Vermont, Inc.		dba FairPoint Communications
Germantown Independent Telephone Company	300618	dba FairPoint Communications
Germantown Long Distance Company		dba FairPoint Long Distance
GTC Communications, Inc. (f/k/a TPG Communications, Inc.)		
GTC, Inc.	210291	(Floral) dba FairPoint Communications
GTC, Inc.	210329	(Perry) dba FairPoint Communications
Maine Telephone Company	100025	dba FairPoint Communications ? Maine Telephone Company
Marianna and Scenerv Hill Telephone Company	170185	dba FairPoint Communications
Marianna Tel, Inc.		dba FairPoint Long Distance
MJD Services Corp.		
MJD Ventures, Inc.		
Northern New England Telephone Operations LLC - Maine	105111	dba FairPoint Communications
Northern New England Telephone Operations LLC - Maine	125113	dba FairPoint Communications
Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
Odin Telephone Exchange, Inc.	341065	dba FairPoint Communications / Odin Telephone Exchange, Inc.

(800) Operating Companies Data Collection Form		OMB Control No. 2050-0036 / OMB Control No. 3040-0019 July 2015
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<010>	Study Area Code	522412
<015>	Study Area Name	ELLENSBURG TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Delardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bdelardo@fairpoint.com
<810>	Reporting Carrier	Ellensburg Tel Co.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Ellensburg Tel Co.

<813> Affiliates		
Affiliates	SAC	Doing Business As Company or Brand Designation
Orwell Communications, Inc.		dba FairPoint Long Distance
Orwell Telephone Company	300649	dba FairPoint Communications
Peoples Mutual Long Distance Company		dba FairPoint Long Distance
Peoples Mutual Telephone Company	190244	dba FairPoint Communications
Quality One Technologies, Inc.		dba FairPoint Long Distance
Ravenswood Communications, Inc.		
Sidney Telephone Company	103313	dba FairPoint Communications ? Sidney Telephone Company
ST Enterprises, Ltd.		
ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
St. Joe Communications, Inc.	210330	dba FairPoint Communications
Standish Telephone Company	100025	dba FairPoint Communications ? Standish Telephone Company
Sunflower Telephone Company, Inc.	461835	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
Taconic Technology Corp.		
Taconic TelCom Corp.		dba FairPoint Long Distance
Taconic Telephone Corp.	150084	dba FairPoint Communications
Telephone Operating Company of Vermont LLC	145115	dba FairPoint Communications
The El Paso Telephone Company	341004	dba FairPoint Communications
UI Long Distance, Inc.		dba FairPoint Long Distance
Unite Communications Systems, Inc.		FairPoint Communications
Utilities, Inc.		dba FairPoint Communications (Maine)
Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

[illegible]

FCC FORM 481

Line 1010 -Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Ellensburg Telephone Company provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The Tariff pages outlining the terms of the Lifeline Program in Ellensburg Telephone Company are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tier.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

WN U-4

FIRST REVISION OF SHEET NO. 54
CANCELING ORIGINAL SHEET NO. 54

Ellensburg Telephone Company d/b/a FairPoint Communications

SCHEDULE 3

WASHINGTON TELEPHONE ASSISTANCE PROGRAM

The Company participates in the Washington Telephone Assistance Program ("WTAP"), as provided in RCW 80.36.410 through .470, and Chapters 480-122 and 388-273 of the Washington Administrative Code (collectively the "WTAP laws"), offers to eligible subscribers the WTAP and applies to switched access lines within its exchange areas the excise tax related to the WTAP described therein.

(C)

Subscribers eligible to participate in the WTAP, as well as certain subscribers eligible to participate under rules of the Federal Communications Commission, may also be eligible for the Lifeline service offering ("Lifeline service") under Subpart E of Part 54 of Title 47, Code of Federal Regulations ("CFR"). Within the service areas for which the Company is designated as an "eligible telecommunications carrier" pursuant to Subpart C of Part 54 of Title 47 CFR, the Company offers Lifeline service to qualifying low-income consumers.

Lifeline service is a non-transferable retail local service offering that is available only to qualifying low-income consumers and for which qualifying low-income consumers pay charges that have been reduced in accordance with Subpart E of Part 54 of Title 47 CFR and, to the extent applicable, the WTAP laws. In addition, for "eligible residents of Tribal lands," as defined in § 54.400 of Subpart E of Part 54 of Title 47 CFR, the Company's Lifeline service charges are further reduced in accordance with Subpart E of Part 54 of Title 47 CFR.

The Company's offering of Lifeline service includes "toll limitation" only in the form of "toll blocking" (and not "toll control"), as those terms are defined in Subpart E of Part 54 of Title 47 CFR. "Toll blocking" is available with respect to Company-provided Lifeline service at no Company charge to the Company's subscriber to such Lifeline service.

On the issue date of this tariff sheet, "toll blocking" is defined in § 54.400 of Subpart E of Part 54 of Title 47 CFR, as "a service provided by an eligible telecommunications carrier that lets subscribers elect not to allow the completion of outgoing toll calls from their telecommunications channel." "Toll blocking" does not necessarily result in the blocking of collect calls to the subscriber's telephone line or the blocking of calls billed from another location to the subscriber's telephone line.

(C)

Issued: May 1, 2012

Effective: June 1, 2012

Ellensburg Telephone Company d/b/a FairPoint Communications

Shirley J. Linn, Executive Vice-President and General Counsel

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

WN U-4

FIRST REVISION OF SHEET NO. 55
 CANCELING ORIGINAL SHEET NO. 55

Ellensburg Telephone Company d/b/a FairPoint Communications

SCHEDULE 3 (Cont.)

If the service areas for which the Company is designated as an "eligible telecommunications carrier" pursuant to Subpart C of Part 54 of Title 47 CFR includes any "Tribal lands," as that term is used in § 54.413 of Subpart E of Part 54 of Title 47 CFR, then, with respect to such "Tribal lands," the Company also offers "Tribal Link Up," as defined in § 54.413 of Subpart E of Part 54 of Title 47 CFR to "eligible residents of Tribal lands," as defined in § 54.400 of Subpart E of Part 54 of Title 47 CFR. Tribal Link Up provides, under certain circumstances, (i) a reduction of the customary charge for commencing telecommunications service and (ii) other benefits pertaining to such charge and to interest charges, if any, that may apply thereto, all as specified more fully in Subpart E of Part 54 of Title 47 CFR.

(C)

The availability of the telephone assistance programs described in this schedule, or any of them, to any otherwise eligible subscriber or applicant may be subject to such subscriber or applicant granting his or her written consent to disclosure and/or transmission by the Company of certain information pertaining to that subscriber or applicant, including, but not necessarily limited to, his or her name, other subscriber- or applicant-identifying information, the service address to which the relevant telephone assistance program service is being applied for and/or is being furnished, the specific assistance program in which the subscriber or applicant participates or has applied to participate, and the date or dates of such participation or requested participation, all in accordance with the WTAP laws and/or Subpart E of Part 54 of Title 47 CFR.

(C)

Issued: May 1, 2012

Effective: June 1, 2012

Ellensburg Telephone Company d/b/a FairPoint Communications

Shirley J. Linn, Executive Vice-President and General Counsel



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED – FOR PUBLIC INSPECTION

FairPoint Communications Missouri, Inc.

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	421472
<015> Study Area Name	FAIRPOINT COMMUNICATIONS MISSOURI, INC.
<020> Program Year	2015
<030> Contact Name: Person USAC should contact with questions about this data	Barbara Galardo
<035> Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
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<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<210> [REDACTED] <- check box if no outages to report		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice)		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	[REDACTED] (attach descriptive document)	<input type="checkbox"/> <input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	[REDACTED] (attach descriptive document)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<410> Fixed	[REDACTED]	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<420> Mobile	0.0	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<440> Fixed	[REDACTED]	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<450> Mobile	0.0	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<510> [REDACTED]	(attach descriptive document)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<610> [REDACTED]	(attach descriptive document)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<1010> [REDACTED]	(attach descriptive document)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	(check to indicate certification)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<2000>		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>

(100) Service Quality Improvement Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	421472
<015>	Study Area Name	FAIRPOINT COMMUNICATIONS MISSOURI, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Harbren Delgado
<035>	Contact Telephone Number - Number of person identified in data line <030>	2020354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	hdelgado@fairpoint.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input checked="" type="radio"/> <input type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>
<p>If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.</p>		
<112>	Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.	<div style="border: 1px solid black; height: 40px; width: 100%; display: flex; align-items: center; justify-content: center;"> 112 Service Quality Improvement Reporting.pdf </div>
<p>Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.</p>		
<113>	Maps detailing progress towards meeting plan targets	<input type="checkbox"/>
<114>	Report how much universal service (USF) support was received	<input type="checkbox"/>
<115>	How (USF) was used to improve service quality	<input type="checkbox"/>
<116>	How (USF) was used to improve service coverage	<input type="checkbox"/>
<117>	How (USF) was used to improve service capacity	<input type="checkbox"/>
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	<input type="checkbox"/>

<010>	Study Area Code	471472
<015>	Study Area Name	FAIRPOINT COMMUNICATIONS MANAGEMENT, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Calenda
<035>	Contact Telephone Number - Number of person identified in data line <030>	2025354125 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bucalenda@fairpoint.com

Page 3

(736) Broadband Price Offerings Data Collection Form

<010> Study Area Code	121472
<015> Study Area Name	FAIRPOINT COMMUNICATIONS MISSOURI, INC.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Embarca Salazar
<035> Contact Telephone Number - Number of person identified in data line <030>	303354136 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	hqsarado@fairpoint.com

[illegible]

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3050-0986/OMB Control No. 3050-0819 July 2013
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<010> Study Area Code	421472
<015> Study Area Name	FAIRPOINT COMMUNICATIONS MISSOURI, INC.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Orlando
<035> Contact Telephone Number - Number of person identified in data line <030>	201554125 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgarlardo@fairpoint.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.**
- <922> Feasibility and sustainability planning:**
- <923> Marketing services in a culturally sensitive manner;**
- <924> Compliance with Rights of way processes**
- <925> Compliance with Land Use permitting requirements**
- <926> Compliance with Facilities Siting rules**
- <927> Compliance with Environmental Review processes**
- <928> Compliance with Cultural Preservation review processes**
- <929> Compliance with Tribal Business and Licensing requirements.**

Select (Yes, No, NA)

(1100) No Terrestrial Backhaul Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	621472
<015>	Study Area Name	FAIRPOINT COMMUNICATIONS MISSOURI, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Okardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2076154125 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	boardo@fairpoint.com

Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline		OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Collection Form		July 2013

<010> Study Area Code	421472
<015> Study Area Name	FAIRPOINT COMMUNICATIONS SERVICES, INC.
<020> Program Year	2013
<030> Contact Name - Person USAC should contact regarding this data	Barbara Onland
<035> Contact Telephone Number - Number of person identified in data line <030>	203558124 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bsland@fairpoint.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP://www.fairpoint.net/fairpoint/tier.aspx?id=1444

*Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(1000) Price Cap Carrier Additional Documentation		FCC Form 481
Data Collection Form		OMB Control No. 3060-0966/OMB Control No. 3060-0819
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>		July 2013

<010>	Study Area Code	421472
<015>	Study Area Name	FAIRPOINT COMMUNICATIONS MISSOURI, INC.
<020>	Program Year	2013
<030>	Contact Name - Person USAC should contact regarding this data	Rebecca Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2033354326 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(d),(f),(g) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.313(a))		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America XCC Support (47 CFR § 54.313(f))		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	

Name of Attached Document Listing Required Information

(NCCO) Rate Of Return Carrier Additional Documentation Data Collection Form		FCC Form 481 Data Control No. 3000-0986/04/9 Control No. 3000-0819 July 2011
(010) Study Area Code	421478	
(011) Study Area Name	PALEOPONT COMMUNICATIONS, INC.	
(012) Program Year	2014	
(013) Contact Name - Person USA should contact regarding this data	Buckeye, G. J. and	
(014) Contact Telephone Number - Number of person identified in data line (013)	2075351176 ext.	
(015) Contact Email Address - Email address of person identified in data line (013)	buckeyeg@paleopont.com	
<p>CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(b)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(b)(2). Further certify that the information reported on this form and in the documents attached below is accurate.</p>		
(3010) Progress Report on 5 Year Plan Milestone Certification (47 CFR § 54.313(b)(2))	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3011) Please check this box to confirm that the attached document(s), on line 3012, contains the required information pursuant to § 54.313(b)(2). The carrier shall provide the number, name, and addresses of community anchor institutions to which began providing service in the preceding calendar year.	<input type="checkbox"/>	
(3012) Community Anchor Institutions (47 CFR § 54.313(b)(2))	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.311(b)(2))	(Yes/No) <input checked="" type="radio"/> Yes <input type="radio"/> No	
(3014) If yes, does your company file a RUS annual report	(Yes/No) <input checked="" type="radio"/> Yes <input type="radio"/> No	
<p>Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(b)(2) compliance requires:</p>		
(3015) Electronic copy of their annual RUS report (Operating Report for Telecommunications Bona fide)	<input type="checkbox"/>	
(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3017) If the response is yes on the 3014, attach your company's RUS annual report and all required documentation	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3018) If the response is no on the 3014, is your company audited?	(Yes/No) <input type="radio"/> Yes <input checked="" type="radio"/> No	
<p>If the response is yes on the 3018, please check the boxes below to confirm your submission on line 3018 pursuant to § 54.313(b)(2) contains:</p>		
(3019) Either a copy of their audited financial statement, or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications	<input type="checkbox"/>	
(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>	
<p>If the response is no on the 3018, please check the boxes below to confirm your submission on line 3018 pursuant to § 54.313(b)(2) contains:</p>		
(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications	<input type="checkbox"/>	
(3023) Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>	
(3024) Underlying information subjected to an officer certification.	<input type="checkbox"/>	
(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3026) Attach the worksheet listing required information	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document Listing Required Information</p>	

Certification - Reporting Carrier Data Collection Form		FCC Form 481 OMB Control No. 3060-0586/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	421472	
<015> Study Area Name	FAIRPOINT COMMUNICATIONS MISSOURI, INC.	
<020> Program Year	2015	
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalarado@fairpoint.com	

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: FAIRPOINT COMMUNICATIONS MISSOURI, INC.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date: 06/25/2014
Printed name of Authorized Officer: Mike Skrivan	
Title or position of Authorized Officer: VP Regulatory	
Telephone number of Authorized Officer: 2075355100 ext.	
Study Area Code of Reporting Carrier: 421472	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	421472
<015> Study Area Name	FAIRPOINT COMMUNICATIONS MISSOURI, INC.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.¹

¹ The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

FairPoint Communications Missouri, Inc.
421472
Line 330

For the period January 1, 2013 through December 31, 2013, FairPoint Communications Missouri, Inc.
(SAC #421472) had [REDACTED]

**FairPoint Communications Missouri, Inc's
Missouri/Kansas**

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

FairPoint Communications Missouri, Inc. hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Missouri Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

FairPoint Missouri is subject to quarterly Service Quality Reporting in Missouri. The quarterly report shall include aggregated service levels for each aspect of service quality for which there has been established a service objective in 4 CSR 240-32.080, together with such other information concerning service quality that the company deems applicable or the commission specifically requests. Additionally, FairPoint Missouri is required to report the number of applications for basic local telecommunications service, by exchange, and the number of applications satisfied and the number held. The listing shall categorize the number held for thirty (30), sixty (60), ninety (90) and one hundred twenty (120) days. FairPoint Missouri is not subject to any Service Quality Reporting in Kansas. Penalties and or fines may be assessed in the event of non-compliance pursuant to state regulations.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

BCP Structure

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



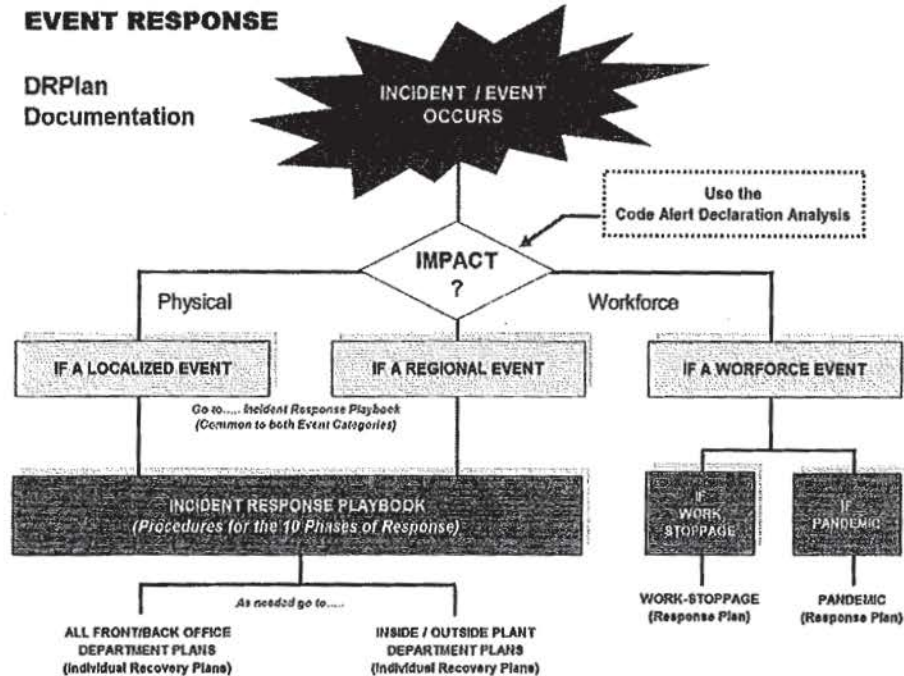
FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Bamey Boynton
Director, Operational Risk

EVENT RESPONSE

DRPlan
Documentation



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

<030>	Study Area Code	421472
<035>	Study Area Name	PATPOINT COORDINATIONS KLEBOUCH, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Dilsdorf
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075356125 ext.
<039>	Contact Email Address - Email Address of person identified in data line <020>	bjalarso@patpoint.com

<1>	<2>	<3>	<4>	<5>	<6>	<7>	<8>
State	Exchange (ILEC)	Residential Rate	State Regulated Fee	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)
					Usage Allowance Action Taken When Limit Reached (select)		

(800) Operating Companies		FCC Form 481
Data Collection Form		OMB Control No. 3060-0586/OMB Control No. 3060-0819
		July 2013

<01>	Study Area Code	421472
<015>	Study Area Name	FAIRPOINT COMMUNICATIONS MISSOURI, INC.
<020>	Program Year	2013
<030>	Contact Name - Person USAC should contact regarding this data	Bazouza Delard
<035>	Contact Telephone Number - Number of person identified in data line <030>	2015314126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgsalard@fairpoint.com
<810>	Reporting Carrier	FairPoint Communications Missouri, Inc.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	FairPoint Communications Missouri, Inc.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	BE Mobile Communications, Incorporated		dba FairPoint Long Distance
	Bentleyville Communications Corporation	120345	dba FairPoint Communications
	Berkshire Cable Corp.		dba FairPoint Long Distance
	Berkshire Cellular, Inc.		
	Berkshire New York Access, Inc.		
	Berkshire Telephone Corporation	150073	dba FairPoint Communications
	Big Sandy Telecom, Inc.	482192	dba FairPoint Communications / Big Sandy Telecom, Inc.
	Bluestem Telephone Company	431835	dba FairPoint Communications
	C & B Communications, Ltd.		
	Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
	Chautauqua and Erie Telephone Corporation	150098	dba FairPoint Communications
	China Telephone Company	100006	dba FairPoint Communications ? China Telephone Company
	Chouteau Telephone Company	431801	dba FairPoint Communications
	Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Company
	Columbus Grove Telephone Company	100604	dba FairPoint Communications
	COM Networks, Inc.		
	Comerco, Inc.		dba FairPoint Long Distance
	Community Service Telephone Co.	100015	dba FairPoint Communications ? Community Service Telephone Co.
	C-R Communications, Inc.		
	C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
	C-R Telephone Company	181009	dba FairPoint Communications / C-R Telephone Company
	El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
	Ellensburg Telephone Company	522432	dba FairPoint Communications

(800) Operating Companies Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	421472
<015> Study Area Name	FAIRPOINT COMMUNICATIONS MISSOURI, INC.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075551124 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpointat.com
<810> Reporting Carrier	FairPoint Communications Missouri, Inc.
<811> Holding Company	FairPoint Communications, Inc.
<812> Operating Company	FairPoint Communications Missouri, Inc.

<813>	<41>	<42>	<43>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Elitel Long Distance Corp.		dba FairPoint Long Distance
	Enhanced Communications of Northern New England Inc.		
	ExOp of Missouri, Inc.		dba FairPoint Communications
	FairPoint Broadband, Inc.		dba FairPoint Communications
	FairPoint Business Services LLC		
	FairPoint Carrier Services, Inc.		
	FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
	FairPoint Vermont, Inc.		dba FairPoint Communications
	Germantown Independent Telephone Company	100418	dba FairPoint Communications
	Germantown Long Distance Company		dba FairPoint Long Distance
	GTC Communications, Inc. (f/k/a TPG Communications, Inc.)		
	GTC, Inc.	210293	(Floral) dba FairPoint Communications
	GTC, Inc.	210229	(Perry) dba FairPoint Communications
	Maine Telephone Company	100026	dba FairPoint Communications ? Maine Telephone Company
	Marianna and Scenery Hill Telephone Company	170149	dba FairPoint Communications
	Marianna Tel, Inc.		dba FairPoint Long Distance
	MJD Services Corp.		
	MJD Ventures, Inc.		
	Northern New England Telephone Operations LLC - Maine	100111	dba FairPoint Communications
	Northern New England Telephone Operations LLC - Maine	125113	dba FairPoint Communications
	Northland Telephone Company of Maine, Inc.	100213	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
	Odin Telephone Exchange, Inc.	241045	dba FairPoint Communications / Odin Telephone Exchange, Inc.

(800) Operating Companies Data Collection Form		FCC Form 481 OMB Control No. 3060-0096/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	421472
<015>	Study Area Name	FAIRPOINT COMMUNICATIONS MISSOURI, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galecki
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalecki@fairpoint.com
<810>	Reporting Carrier	FairPoint Communications Missouri, Inc.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	FairPoint Communications Missouri, Inc.

<813>		
<a>		
Affiliates	SAC	Doing Business As Company or Brand Designation
Orwell Communications, Inc.		dba FairPoint Long Distance
Orwell Telephone Company	190149	dba FairPoint Communications
Peoples Mutual Long Distance Company		dba FairPoint Long Distance
Peoples Mutual Telephone Company	190244	dba FairPoint Communications
Quality One Technologies, Inc.		dba FairPoint Long Distance
Ravenwood Communications, Inc.		
Sidney Telephone Company	103212	dba FairPoint Communications ? Sidney Telephone Company
ST Enterprises, Ltd.		
ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
St. Joe Communications, Inc.	210329	dba FairPoint Communications
Standish Telephone Company	100025	dba FairPoint Communications ? Standish Telephone Company
Sunflower Telephone Company, Inc.	481825	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
Taconic Technology Corp.		
Taconic Telecom Corp.		dba FairPoint Long Distance
Taconic Telephone Corp.	100054	dba FairPoint Communications
Telephone Operating Company of Vermont LLC	145115	dba FairPoint Communications
The El Paso Telephone Company	241004	dba FairPoint Communications
UI Long Distance, Inc.		dba FairPoint Long Distance
Unite Communications Systems, Inc.		FairPoint Communications
Utilities, Inc.		dba FairPoint Communications (Maine)
Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Communications Missouri provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline Program in FairPoint Communications Missouri are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/1ler.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

PairPoint Communications Missouri, Inc
d/b/a PairPoint Communications

PSC MO, No 1
Section 4
Second Revised Sheet 22
Cancels First Revised Sheet 22

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LIFELINE SERVICE

A. General

1. Lifeline Service applies a credit to the Basic Local Exchange Service monthly recurring access line rates for qualifying residential customers.
 - a. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income customers.
 - b. Lifeline will not be furnished on a Foreign Exchange service.
 - c. Lifeline service shall not be disconnected for non-payment of toll charges.
 - d. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purpose of lifeline service will restrict 1+, 0+, and 0- (operator handled) calls.
 1. If the customer chooses "toll blocking" the company will not charge a service deposit for essential local telecommunications service.
 2. Toll blocking is offered to Lifeline subscribers at no charge.
2. Eligibility Requirements
 - a. An applicant must meet the following criteria in order to qualify for Lifeline Service:
 1. To qualify for Lifeline the consumer must participate in one of the following programs:
 - a) Medicaid
 - b) Food Stamps
 - c) Supplemental Security Income (SSI)
 - d) Federal public housing assistance
 - e) Low Income Home Energy Assistance Program
 - f) Temporary Assistance to Needy Families (TANF)
 - g) National Free Lunch Program
 2. Or the customer's income, as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines. (N)

Issued: April 13, 2012

Effective: May 13, 2012

Patrick L. Morse
Sr. Vice President - Government Affairs
Peculiar, Missouri

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Communications Missouri, Inc
d/b/a FairPoint Communications

PSC MO. No 1
Section 4
Second Revised Sheet 23
Cancels First Revised Sheet 23

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LIFELINE SERVICE

General (cont'd)

- b. The customer must sign, under penalty of perjury, a document certifying:
 1. He/She is receiving benefits from one of the programs in a.1 above.
 2. Name of the program(s) from which they are receiving benefits.
 3. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.
 - c. The premises at which the residence service is requested must be the applicant's principal place of residence.
 - d. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.
3. Lifeline Service is limited to one line per household at the customer's primary residence.

B. Rates and Charges

1. Service charges do not apply when Lifeline Service is added to an existing service, or is continued, and it is the only service being ordered.
2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a baseline credit equal to 100% of the Federal End User Subscriber Line Charge as specified in the Company's Interstate Access Tariff and a supplemental reduction in their residential access line rate in an amount ordered by the Federal Communications Commission.
3. All recurring or nonrecurring charges for any service other than Lifeline Service shall be billed at tariffed rates.

(C)

(C)

Issued: April 13, 2012

Effective: May 13, 2012

Patrick L. Morse
Sr. Vice President - Government Affairs
Peculiar, Missouri

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

PairPoint Communications Missouri, Inc
d/b/a PairPoint Communications

PSC MO. No 1
Section 4
Original Sheet 23.1

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LIFELINE SERVICE

C. Customer Annual Responsibility

1. All Lifeline customers as of June 1, 2012 must certify with the Company that they are still eligible for Lifeline support by December 31st each year. Customers may certify in person, over the phone or in writing. Customers will not be required to provide verifying documentation.

(N)

D. Access Recovery Charge (ARC)

1. Eligible Lifeline customers are exempt from ARC (effective July 1, 2012).

(N)

Issued: April 13, 2012

Effective: May 13, 2012

Patrick L. Morse
Sr. Vice President - Government Affairs
Peculiar, Missouri

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Communications Missouri, Inc
d/b/a FairPoint Communications

PSC MO, No 1
Section 4
Fifth Revised Sheet 24
Cancels Fourth Revised Sheet 24

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

4.1 Missouri Universal Service Fund Low-Income Assistance

A. General- A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.

B. Regulations - Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:

- 1) Medicaid
- 2) Food Stamps
- 3) Supplementary Security Income (SSI)
- 4) Federal Public Housing Assistance or section 8
- 5) Low Income Home Energy Assistance Program (LIHEAP)
- 6) Temporary Assistance to Needy Families (TANF)
- 7) National Free Lunch Program
- 8) Income as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines

(N)
(N)

C. Eligible Services - Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges:

- 1) Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
- 2) Access to local emergency services, including, but not limited to, 911 service established by local authorities
- 3) Access to basic local operator services
- 4) Access to basic local directory assistance
- 5) Standard intercept service
- 6) Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
- 7) One (1) standard white pages directory listing
- 8) Toll blocking or toll control for qualifying low-income customers

Issued: April 13, 2012

Effective: May 13, 2012

Patrick L. Morse
Sr. Vice President - Government Affairs
Peculiar, Missouri

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Communications Missouri, Inc
d/b/a FairPoint Communications

PSC MO. No 1
Section 4
3rd Revised Sheet 25
Cancels 2nd Revised Sheet 25

GENERAL AND LOCAL EXCHANGE TARIFF

- D. Support Amount - Customers eligible under the established criteria can receive a discount from their bill for essential local telecommunications service equal to the amounts approved by the Missouri Public Service Commission and the Federal Communications Commission. The amount of combined federal and state lifeline support for any customer will not exceed the sum of the federal Subscriber Line Charge (SLC) and the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

4.2 Missouri Universal Service Fund Disabled Assistance

- A. General - A disabled customer; or a dependent of a disabled customer, is a customer who requests or receives essential local telecommunications service, as defined in section 4.1 (C) of this tariff, and meets the eligibility requirements set forth in this tariff.
- B. Regulations - Disabled assistance is available to all residential customer who demonstrate, by self certifying with the company under penalty of perjury, that they, or a dependent, are totally and permanently disabled or blind and receiving any of the following:
- 1) Federal Social Security Disability benefits
 - 2) Federal Supplemental Security income benefits
 - 3) Veterans Administration benefits
 - 4) State blind pension pursuant to Section 209.010 to 209.160, RSMo
 - 5) State aid to blind persons pursuant to Section 209.240 RSMo.
 - 6) State supplemental payments pursuant to Section 208.030, RSMo Section 660.100.2 RSMo 2000.
- C. Support Amount - Customers eligible under the established criteria can receive a discount equal to the amount approved by the Missouri Public Service Commission from their bill for essential local telecommunications service. The amount of state lifeline support for any customer will not exceed the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

Issued: February 24, 2005

Kenneth Matzdorff
President
Peculiar, Missouri

Effective: March 28, 2005

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Communications Missouri in Kansas provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline Program in FairPoint Communications Missouri are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tier.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FAIRPOINT COMMUNICATIONS MISSOURI, INC.

KCC No. 1
Section 4
2nd Revised Sheet 6

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Lifeline Service

A. General

1. Lifeline Service applies a credit to the Basic Local exchange Service monthly recurring access line rates for qualifying residential customers.
 - a. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers.
 - b. Lifeline will not be furnished on a Foreign Exchange service.
 - c. Lifeline service shall not be disconnected for non-payment of toll charges.
 - d. Toll Blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll Blocking for the purpose of lifeline service will restrict 1+, 0+ and 0- (Operator handled) calls.
 - i. If the customer chooses "Toll Blocking" the Company will not charge a service deposit.
 - ii. The rate for toll blocking will be charged on a monthly basis, as specified in Section 10, Call Restriction Services.
2. Eligibility Requirements
 - a. An applicant must meet the following criteria in order to qualify for Lifeline Service:
 1. To qualify for lifeline the consumer must participate in one of the following programs:
 - a. Bureau of Indian Affairs General Assistance
 - b. Food Distribution Program
 - c. Food Distribution Program on Indian Reservations
 - d. Free School Lunch Program
 - e. General Assistance
 - f. Low Income Energy Assistance Program (LIEAP)
 - g. Medicaid
 - h. Section 8 Federal Public Housing Program
 - i. Supplemental Nutrition Assistance Program
 - j. Supplemental Security Income (SSI)
 - k. Temporary Assistance for Needy Families
 - l. Tribally Administered Free School Lunch Program
 - m. Tribally Administered Head Start (only those meeting its income qualifying standard)
 - n. Tribally Administered Temporary Assistance for Needy Families

(T)

(T)

ISSUED: June 25, 2012

EFFECTIVE: July 25, 2012

By: Patrick Morse
Vice President of Government Affairs
PO Box 199
Dodge City, Kansas 67801